

IRS TAX TIP 2002-14

TOLL-FREE TELEPHONE SERVICE

Free tax help from the IRS is just a phone call away. The IRS provides various services through its toll-free telephone numbers. You can order forms and publications, listen to prerecorded tax information, check on the status of your refund, ask questions about your tax return or inquire about a letter or notice you may have received. Many of these services are available 24 hours a day, seven days a week.

Copies of forms, publications and other helpful information are also available around-the-clock at the IRS Web site at www.irs.gov.

You can call the IRS customer service line, 1-800-829-1040, to get answers to your federal tax questions from 7:00 a.m. to 10:00 p.m. weekdays, and from 9:00 a.m. to 5:00 p.m. on Saturdays during the filing season.

Tax forms and instructions for current and prior years, as well as a variety of free publications, are available by calling 1-800-TAX-FORM (1-800-829-3676).

You can listen to recorded messages covering more than 100 tax topics, by calling the IRS TeleTax number, 1-800-829-4477. Topics include items such as: "Who Must File?," "Highlights of Tax Changes," "Education Credits," "Individual Retirement Accounts," "Earned Income Tax Credit," "Should I Itemize?," "What to Do if You Can't Pay Your Tax" and more.

TeleTax will also let you check the status of your 2001 income tax refund. All you will need to provide is your Social Security number (the first one listed on the return if you filed a joint return), the filing status you used on the return and the dollar amount of the expected refund. Automated refund information is generally available four to five weeks after you have filed your tax return.

Hearing-impaired individuals with access to TTY/TDD equipment may call 1-800-829-4059 to ask questions or to order forms and publications.

For more information about services provided by the IRS, review Publication 910, "Guide to Free Tax Services." Call the number listed above for ordering forms and publications, or download a copy from the IRS Web site at www.irs.gov. The IRS Web site also provides a wealth of useful information for both individual and business taxpayers. Check it out—it's worth a visit.

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